

2009

[illegible]

[illegible]

[illegible]

[illegible]

2009

Abstract

The effect of system decision support in the effectiveness of decision making in General Organization for Social Insurance in Saudi Arabia.

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Mu'tah University, 2009

The study aims to introduce The effect of system decision support in the effectiveness of decision making in General Organization for Social Insurance in Saudi Arabia. The study consist of all directors: (directors, assistant directors, heads of sections) in General Organization for Social Insurance and its other branches distributed allover the kingdom, 350 directors. To achieve the goals of the study, a questionnaire was designed consist of 44 paragraphs distributed to the field of the study. The study returned 280 of them, 8 were excluded because they were not valid to the statistical analysis, and so the total number of the questionnaire to be valid for analysis was 272 i.e.89% of the study field.

The study revealed upon the following conclusions:

The degree of the effect of system decision support (management models, the dimension of technology, storing and collecting data),in the

the effectiveness of decision making was high, the dimension of storing and collecting data was in the first followed by the management model and finally the technological dimension. Demographic factors just effect by the career level and qualifications in both variables.

The study recommended :

The necessity of activating the role of management models for the users.

Training directors in the use of new mathematical and statistical models to increase the effectiveness of decision making by the support of mathematical models .

Increasing the technological ability for the users.

Renewing the technological supplies which reduce the knowledge gaps in General Organization for Social Insurance.

1.1 المقدمة:

.(2006

(2003

.(2003

2.1 مشكلة الدراسة:

1.3 أهمية الدراسة :

1.4 أهداف الدراسة:

3. [illegible]

[illegible].

4. [illegible]

[illegible].

5 .1 أسئلة الدراسة:

[illegible]:

[illegible]

[illegible]؟

[illegible]

[illegible]؟

6.1 فرضيات الدراسة:

[illegible]:

[illegible] ($\alpha \leq 0.05$) [illegible]

[illegible]

[illegible]

[illegible].

[illegible]:

[illegible]:

[illegible] ($\alpha \leq 0.05$) [illegible]

[illegible]

[illegible].

[illegible]:

[illegible] ($\alpha \leq 0.05$) [illegible]

[illegible]

[illegible].

(α ≤ 0.05)

(α ≤ 0.05)

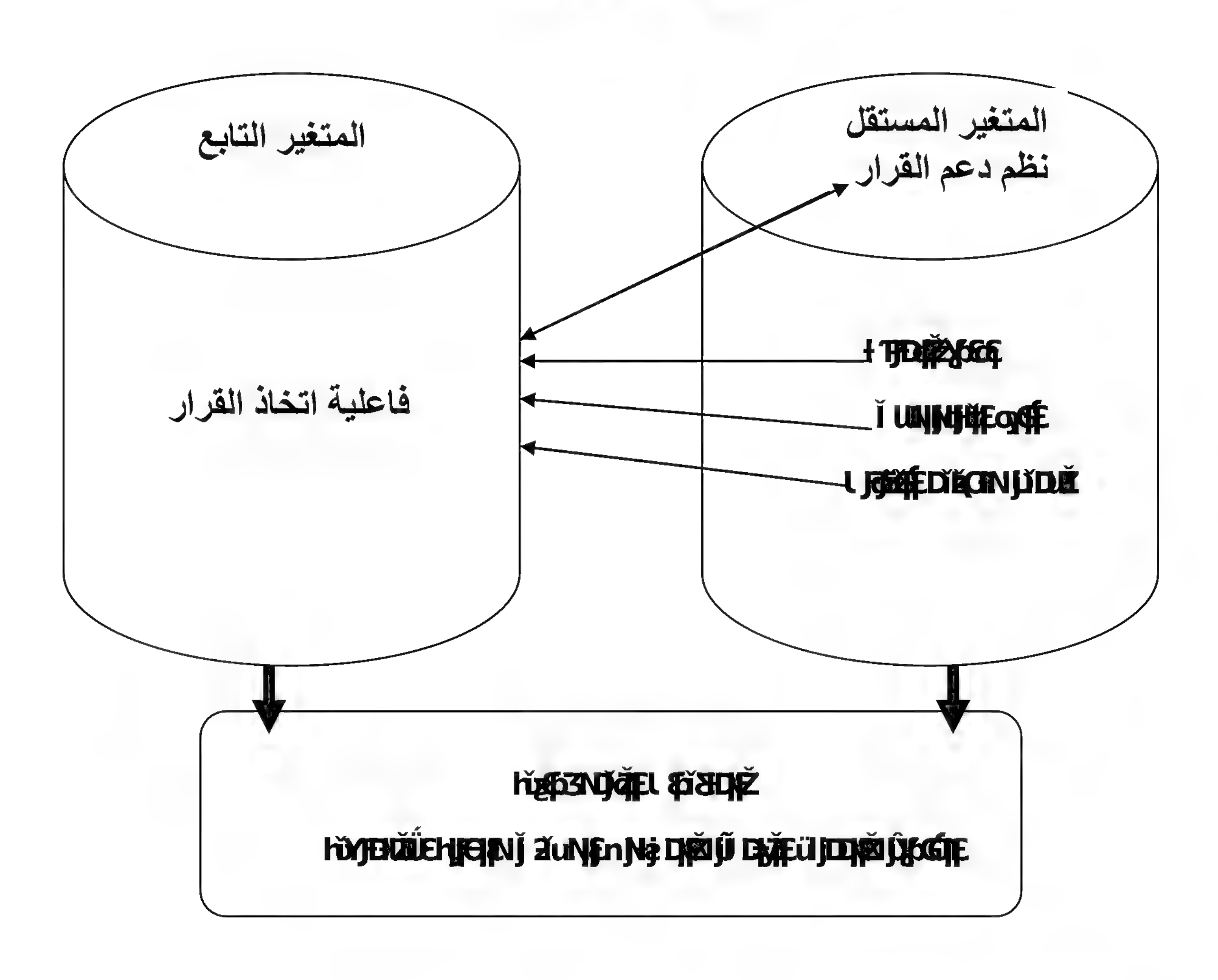
(α ≤ 0.05)

7-1 أنموذج الدراسة :

1.

[illegible] (1)

[illegible]



المتغير التابع
فاعلية اتخاذ القرار
المتغير المستقل
نظم دعم القرار

8.1 [illegible]:

1 [illegible]

[illegible]

[illegible].

[illegible]

[illegible]

[illegible].

الفصل الثاني

الإطار النظري والدراسات السابقة

1.2 الإطار النظري:

1.1.2 مفهوم نظم دعم القرار:

(2003

(Bravata, et.al, 2002)

(Marek and Roger, 2002)

2.1.2 أهمية نظام دعم القرار:

(1999

(Angell, 1991)

(2005

5. [illegible]

.(William, 1996)[illegible]

3.1.2 خصائص وإمكانيات نظم دعم القرار:

[illegible] (40: 1997 [illegible]).

[illegible] (59-58 : 2001 [illegible]).

[illegible] (246 : 2002 [illegible]).

[illegible]

.(446 :1999 [illegible])

:(2004 [illegible])

1. [illegible]
2. [illegible]
3. [illegible]
4. [illegible]
5. [illegible]
6. [illegible]

[illegible]

4.1.2 تصنيف نظم دعم القرار ودعمها:

[illegible]

1. نظم دعم القرارات الموجهة بالبيانات:

[illegible] (2005 [illegible]).

[illegible] (Alter, 1980) [illegible]

[illegible] (2000 [illegible]) [illegible]

2. نظم دعم القرارات الموجة بالنماذج:

[illegible] (2005 [illegible]).

[illegible]

أ- نظم دعم القرارات الجماعية:

[illegible] (2004 [illegible]).

[illegible]

ب_ نظم دعم القرارات الفردية:

[illegible]

[illegible]

نظم دعم قرارات المؤسسات:

[illegible]

[illegible]

نظم دعم قرارات معينة.

[illegible]

5.1.2 المستلزمات المادية لنظم دعم القرار:

(Alexander, 2000: 17)

(Wilson , 2000).

(Hierarchical Network) (Star Network)

(Distributor Network).

6.1.2 مراحل نظم دعم القرار

1) جمع وتجهيز البيانات الأساسية

.(1987

2) البُعد المعلوماتي:

.(Arora,& Kumar, 2000)

3) البُعد المعرفي:

(Jerva, 2001).

7.1.2 أنماط استخدام نظم دعم القرار (Decision Support System)

(Alter, 1980)

[illegible]
Ryker & [illegible]
[illegible] (Nath, 1998
[illegible]

8.1.2 إشكاليات دعم القرار:

[illegible]
:(1993 [illegible]

- [illegible]
- [illegible] (Meta-Data) [illegible]
- [illegible]

(multi dimensions)

:(Gentry, 2005)

1.

2.

3.

4.

5.

6.

9.1.2 مكونات نظم دعم اتخاذ القرار:

1) أدوات العرض والتحليل (إدارة النماذج) Analysis and Reporting Tools

(2001

:(2003

أ_ (Predefined Reports):

ب_ (Ad-hoc Reports):

2) البُعد التكنولوجي Technological Dimension

(Hardware)

(Software).

[illegible]

[illegible] .(2003 [illegible]

[illegible] (Collection and Connection) [illegible] (Content [illegible] (Database Warehouse) [illegible] .Quality) [illegible]

[illegible] :(1995 [illegible]

[illegible] :(Accessibility) [illegible] (Data [illegible] (Data Market) [illegible] Warehouse) [illegible]

[illegible] :(Ownership and Privilege) [illegible]

ج- (Interoperability)

3) تجميع وتخزين البيانات **Data Warehouse or Data Aggregator**

(2000

(Data Collection & Recording)

(Data Coding)

(Data Classifying) :

(Data Editing) :

10.1.2 فعالية اتخاذ القرار:

(2003 ...)

(Roberts and Hunt, 1991:334)

(Boone & Kurtz, 1992: 176)

(2005 ...)

[illegible] (1961,540) [illegible] (210 :1995) [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

(16) [illegible] = (2) [illegible] (8) [illegible]

[illegible]

(40) [illegible] = (5) [illegible] (8) [illegible]

[illegible] (2008) [illegible] (Quality) [illegible] (Acceptance) [illegible]

[illegible]

11.1.2 العوامل المؤثرة في فاعلية اتخاذ القرارات:

[illegible] (2004) [illegible]

[illegible]

[illegible] -

[illegible]

[illegible]

[illegible] -

[illegible]

[illegible]

[illegible] (Robbins, 2001) [illegible]

[illegible]:

1. [illegible]

[illegible].

2. [illegible].

3. [illegible].

4. [illegible].

5. [illegible].

[illegible] (1999 [illegible]) [illegible]

[illegible]:

1. [illegible].

2. [illegible]

[illegible].

3. [illegible]

[illegible].

4. [illegible]

[illegible].

12.1.2 خطوات اتخاذ القرار:

الخطوة الأولى: (2000)

1

2

3

الخطوة الثانية:

الخطوة الثالثة:

(2000)

1_ [illegible]
[illegible].

2_ [illegible].

الخطوة الرابعة: [illegible]
[illegible]
[illegible] (2001 [illegible]:

1_ [illegible]
[illegible].

2_ [illegible].

3_ [illegible]
[illegible].

الخطوة الخامسة [illegible]
[illegible]
[illegible] 2000 [illegible]
[illegible]
[illegible]
[illegible].

3.1.2 [illegible]

[illegible]
[illegible] 22 /9/6 [illegible]
[illegible] 389 [illegible] 15/ 11/ 1969 [illegible] 393 [illegible]
[illegible] 1/7/402 [illegible] 33/ [illegible]
[illegible] 3/9/421 [illegible] 29/11/2000 [illegible]
[illegible] 1/1/422 [illegible] 1/4/2001 [illegible]
[illegible]

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

(2)

[illegible]

2 .2 الدراسات السابقة:

[illegible]

1.2.2 الدراسات العربية:

[illegible] (2007 [illegible] (309) [illegible]

[illegible]

[illegible] (2006 [illegible] (71) [illegible]

(2004

(2004

2.2.2 الدراسات الأجنبية:

[illegible] (Chong et.al, 2009) [illegible] **Decision support system for service quality management using customer knowledge in public service organization** [illegible]

[illegible] (358) [illegible] (%50) [illegible] (%52) [illegible].

[illegible] (Victoria et.al, 2008) [illegible] **Public Sector Priority Setting Using Decision Support Tools** [illegible]

[illegible] (204) [illegible].

[illegible] (Kumar Plavia, 2006) [illegible] **"Key Data Management Issues in a Global Executive Information System"** [illegible]

[illegible]

[illegible]

Technology Supported " [illegible] (Gentry, 2005) [illegible]

."Data-Driven Decision-Making In An Oklahoma Elementary School

[illegible]

"A Group Decision [illegible] (Carnerio, 2005) [illegible]

[illegible] Support System for Strategic Alternatives Selection"

[illegible]

[illegible]

"A Group [illegible] (Ashill & Jobber, 2004) [illegible]
[illegible] Decision Support System for Strategic Alternatives Selection" [illegible] (20) [illegible]

[illegible] (Chiplunkar, 2003) [illegible]
"Application of Principles of Event Related Open Systems to Decision [illegible] Support Systems" [illegible]

" DSS and Systems Analysis and [illegible] (Jerva, 2001) [illegible] Design Making the Case for Integration"

[illegible]

(Remenyi & Sherwood, 1999) [illegible]

"Supporting Temporal Views in a Management Information [illegible] Base from Executive Managers Point of View: Case of Sweden"

[illegible]

2.2 [illegible]:

[illegible]

(1) [illegible]

[illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]
%3.7	10	[illegible]	[illegible]
%8.8	24	[illegible]	
%66.5	181	[illegible]	
%21.0	57	[illegible]	
%100.0	272	[illegible]	
%0.7	2	31 [illegible]	[illegible]
%3.7	10	35 - 31 [illegible]	
%39.7	108	45-36	
%46.3	126	55-46	
%9.6	26	[illegible] 56	
%100.0	272	[illegible]	
-	-	[illegible] 5	[illegible]
%7.7	21	10-6 [illegible]	
%20.2	55	15-11 [illegible]	
%35.3	96	20 - 16 [illegible]	
%36.8	100	[illegible] 21	
%100.0	272	[illegible]	
%99	269	[illegible]	
%1	3	[illegible]	
%100	272	[illegible]	
%22.8	62	[illegible]	[illegible]
%21.3	58	[illegible]	
%55.9	152	[illegible]	
%100.0	272	[illegible]	

3. 4 [illegible]:

[illegible] (2001 [illegible]) (2001 [illegible]) [illegible]

[illegible] (1) [illegible] (2003 [illegible]

[illegible]

[illegible] .([illegible]

(Likert [illegible]) [illegible] (44) [illegible]

[illegible] (4) [illegible] (5) [illegible] (3) [illegible]

[illegible] (44) [illegible] (2) [illegible].

(2) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]
10- 1	[illegible]	[illegible]
18- 11	[illegible]	[illegible]
24- 19	[illegible]	
		[illegible]
44- 25		[illegible]
44- 1	-	[illegible]

5.3 [illegible]:

[illegible] (7) [illegible]

[illegible] . [illegible]

[illegible] 6.3

[illegible] (Cronbach Alpha)

[illegible] (3) [illegible]

(3) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]
0.86	[illegible]	
0.84	[illegible]	[illegible]
0.91	[illegible]	[illegible]
0.90	[illegible]	
		[illegible]
0.89	[illegible]	[illegible]

[illegible] (3) [illegible] (0.90) [illegible] (0.91 – 0.84) [illegible] (0.89) [illegible] .

[illegible] 7.3

[illegible] (Spss) [illegible]

1. (Descriptive statistic Measures)

2. (Multiple Regression Analysis)

3. (Mulple Anova)

4. Stepwise Multiple Regression (Analysis

5. (Variance Inflation Factory)(VIF) (Tolerance) (Multicollinearity)

6. (Skewness) (Normal Distributions).

[illegible]

[illegible]

1.4 [illegible]

[illegible] (4) [illegible]

(4) [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
10- 1	3	[illegible]	3.30	0.47	[illegible]
18- 11	2	[illegible]	3.98	0.39	[illegible]
24- 19	1	[illegible]	4.12	0.47	[illegible]
24- 1	-	[illegible]	3.73	0.39	[illegible]

[illegible] (4) [illegible] (3.73) [illegible] (0.39) [illegible] (4.12) [illegible]

[illegible] (3.98) [illegible]
[illegible] .(3.30) [illegible]
[illegible]
[illegible]:

[illegible]

(5) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	0.57	4.39	[illegible]	1	1
[illegible]	0.61	3.86	[illegible]	9	2
[illegible]	0.60	3.79	[illegible]	2	3
[illegible]	0.64	3.68	[illegible]	6	4
[illegible]	0.71	3.65	[illegible]	5	5
[illegible]	0.71	3.24	[illegible]	3	6
[illegible]	0.76	3.11	[illegible]	10	7
[illegible]	0.73	2.65	[illegible]		8
[illegible]	0.74	2.51	[illegible]		9
[illegible]	0.69	2.29	[illegible]		10
[illegible]	0.47	3.30	[illegible]		

[illegible] (5) [illegible]
[illegible]

[illegible] (3.30) [illegible] (1) [illegible] (4.39) [illegible] (7) [illegible] (2.29) [illegible]

[illegible]

(6) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
1	14	[illegible]	4.56	0.52	[illegible]
2	12	[illegible]	4.50	0.56	[illegible]
3	15	[illegible]	4.46	0.57	[illegible]
4	11	[illegible]	4.44	0.58	[illegible]
5	17	[illegible]	4.15	0.60	[illegible]
6	18	[illegible]	3.96	0.54	[illegible]
7	13	[illegible]	3.62	0.58	[illegible]
8	16	[illegible]	2.25	0.75	[illegible]
-		[illegible]	3.98	0.39	[illegible]

[illegible] (6) [illegible]

[illegible] (14) [illegible] .(3.98) [illegible]
[illegible] (4.56) [illegible]
[illegible] (16) [illegible]
[illegible] (2.25) [illegible]
.[illegible]

[illegible]:

(7) [illegible]

[illegible] .[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
1	23	[illegible]	4.63	0.50	[illegible]
2	22	[illegible]	4.51	0.58	[illegible]
3	20	[illegible]	4.38	0.55	[illegible]
4	19	[illegible]	3.79	0.72	[illegible]
5	21	[illegible]	3.75	0.53	[illegible]
6	24	[illegible]	3.75	0.52	[illegible]
	-	[illegible]	4.12	0.47	[illegible]

[illegible] (7) [illegible]
[illegible] (4.12) [illegible] (23) [illegible]
[illegible] (4.63) [illegible]
[illegible] (24) [illegible]

[illegible] (3.75) [illegible]

[illegible]

[illegible] (8) [illegible]

(8) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	0.513	4.60	[illegible]	39	1
[illegible]	0.568	4.54	[illegible]	37	2
[illegible]	0.550	4.49	[illegible]	25	3
[illegible]	0.698	4.49	[illegible]	42	4
[illegible]	0.563	4.47	[illegible]	27	5
[illegible]	0.556	4.46	[illegible]	26	6
[illegible]	0.661	4.29	[illegible]	44	7
[illegible]	0.589	4.18	[illegible]	40	8
[illegible]	0.675	4.01	[illegible]	28	9
[illegible]	0.534	3.72	[illegible]	38	10
[illegible]	0.577	3.65	[illegible]	32	11
[illegible]	0.621	3.64	[illegible]	29	12
[illegible]	0.616	3.61	[illegible]	43	13
[illegible]	0.588	3.53	[illegible]	30	14
[illegible]	0.522	3.48	[illegible]	33	15
[illegible]	0.562	3.46	[illegible]	34	16
[illegible]	0.661	3.42	[illegible]	41	17
[illegible]	0.577	3.33	[illegible]	31	18
[illegible]	0.607	3.13	[illegible]	36	19
[illegible]	0.507	3.07	[illegible]	35	20
[illegible]	0.39	3.87	[illegible]		-

[illegible] (8) [illegible]

[illegible]

[illegible] (0,39) [illegible] (3,87) [illegible] (39) [illegible] (4.60) [illegible] (35) [illegible] (3.07).

[illegible] 2.4

[illegible]

[illegible] (Multicollinearity) [illegible] (VIF) Variance (Inflation Factory) [illegible] (Tolerance) [illegible] (Normal Distribution) [illegible] (Skewness) [illegible] (9) [illegible]

.(9) [illegible]

[illegible]

[illegible] Skewness	[illegible] Tolerance	[illegible] VIF		[illegible]
0.199	.523	1.911	[illegible]	[illegible]
0.288	.407	2.458	[illegible]	
0.097-	.465	2.152	[illegible]	

[illegible] (9) [illegible] (VIF) [illegible]

[illegible] (Tolerance) [illegible] (10) [illegible]
[illegible] (0.05)
(0.288 – 0.097) [illegible]
[illegible] :**[illegible]**
[illegible] (α ≤ 0.05)
[illegible]
[illegible]
[illegible]
[illegible] (10)

(10) [illegible]

.(Analysis Of variance) [illegible]

[illegible]	F [illegible]	[illegible]	[illegible]	[illegible]	[illegible] R^2	[illegible]	[illegible]
*0.00	146.721	8.579	3	25.736	0.62	[illegible]	[illegible]
		.058	268	15.670		[illegible]	
			271	41.406		[illegible]	

• [illegible] (α =0.01)

[illegible] (10) [illegible]
[illegible] (F) [illegible]
[illegible] (α ≤ 0.00) [illegible] (146.721)
[illegible] (α ≤ 0.01)
[illegible] %62) [illegible]
[illegible]
[illegible]
.[illegible]

[illegible]
[illegible]
[illegible]

[illegible] $(\alpha \leq 0.05)$ [illegible]

[illegible]

[illegible] (11) [illegible]

(11) [illegible]

[illegible]

[illegible] T		Beta	[illegible]	B	[illegible]
.000*	4.194	.218	.043	.181	إدارة النماذج
.195	1.298	.076	.058	.076	البعد التكنولوجي
.000*	10.454	.576	.045	.470	تجميع وتحزين البيانات

* [illegible] $(\alpha=0.01)$

[illegible] (11) [illegible] (T) [illegible]

[illegible] (10) [illegible] $(T = 4.19)$ [illegible] $(\alpha \leq 0.00)$ [illegible] $(\alpha \leq 0.05)$.

[illegible]

[illegible] $(\alpha \leq 0.05)$ [illegible]

[illegible] (11) [illegible] (T) [illegible]

(T =1.298) (11)

($\alpha \leq 0.195$) ($\alpha \leq 0.05$).

($\alpha \leq 0.05$)

(T) (11)

(10)

(T=10.454) ($\alpha \leq 0.00$)

($\alpha \leq 0.05$).

Stepwise Multiple Regression

(12)

(12) [illegible]

[illegible]

[illegible]	T [illegible]	R^2 [illegible]	[illegible]
.000*	13.010	0.58	[illegible]
.000*	5.223	0.62	[illegible]

$(\alpha \leq 0.01)$ [illegible] *

[illegible] (12) [illegible] (%58) [illegible] (%62) [illegible]

[illegible] $(\alpha \leq 0.05)$ [illegible]

[illegible] (13) [illegible]

(13) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]		
0.54085	3.3917	[illegible]	[illegible]
0.45972	3.5243	[illegible]	
0.37366	3.7864	[illegible]	
0.34591	3.7434	[illegible]	
0.53033	3.6250	31 [illegible]	[illegible]
0.40825	3.6250	35 - 31 [illegible]	
0.38088	3.7724	45- 36	
0.38891	3.7378	55- 46	
0.46577	3.6667	[illegible] 56	
-	-	[illegible] 5	[illegible]
0.38032	3.6131	10- 6 [illegible]	
0.39827	3.7947	15- 11 [illegible]	
0.39300	3.7166	20 - 16 [illegible]	
0.39346	3.7583	[illegible] 21	
0.39310	3.7447	[illegible]	[illegible]
0.02946	3.2292	[illegible]	
0.31103	3.7863	[illegible]	[illegible]
0.25944	3.9332	[illegible]	
0.43592	3.6469	[illegible]	

[illegible] (13) [illegible]

[illegible] (Multiple Anova) [illegible] (14) [illegible].

(14) [illegible]

[illegible]

[illegible]

[illegible]	[illegible] F	[illegible]	[illegible]	[illegible]	[illegible]
*0.026	3.145	.437	3	1.311	[illegible]
0.153	1.770	.246	3	.737	[illegible]
*0.001	7.805	1.084	2	2.168	[illegible]
0.974	.122	.017	4	.068	[illegible]
0.200	1.653	.230	1	.230	[illegible]
		.139	257	35.697	[illegible]
			271	3834.464	[illegible]

$(\alpha \leq 0.05)$ [illegible] *

[illegible] (14) [illegible] $(\alpha \leq 0.05)$ [illegible] $F = 3.145$ [illegible] $(\alpha \leq 0.05)$ [illegible] $(\alpha \leq 0.026)$ [illegible] $(\alpha \leq 0.001)$ [illegible] $(F = 7.805)$ [illegible] $(\alpha \leq 0.05)$ [illegible].

[illegible] (15) [illegible] (16) [illegible].

(15) [illegible]

[illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
-	0.397*	-	-	3.3917	[illegible]
-	0.26*	-	-	3.5243	[illegible]
-	-	-	-	3.7864	[illegible]
-	-	-	-	3.7434	[illegible]

[illegible] (15) [illegible]

(16) [illegible]

[illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
-	-	-	3.7863	[illegible]
0.284*	-	-	3.9332	[illegible]
-	-	-	3.6469	[illegible]

[illegible] (16) [illegible]

[illegible] (α≤0.05)

[illegible]

[illegible] (17) [illegible]

(17) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	
		[illegible]	[illegible]
[illegible]	[illegible]	3.5100	0.65056
	[illegible]	3.6833	0.40154
	[illegible]	3.9058	0.36531
	[illegible]	3.9044	0.36441
[illegible]	31 [illegible]	3.7750	0.10607
	35 - 31 [illegible]	3.8900	0.38355
	45- 36	3.8625	0.41356
	55- 46	3.8964	0.37890
	56 [illegible]	3.7865	0.37565
[illegible]	5 [illegible]		
	10- 6 [illegible]	3.8452	0.40556
	15- 11 [illegible]	3.9127	0.34308
	20 - 16 [illegible]	3.8141	0.39661
	21 [illegible]	3.9090	0.40517
[illegible]	[illegible]	3.8727	0.39193
	[illegible]	3.9250	0.10607
[illegible]	[illegible]	3.8895	0.34010
	[illegible]	4.0293	0.34553
	[illegible]	3.8036	0.40998

[illegible] (17) [illegible]
[illegible]
[illegible]
[illegible]
. [illegible] (18) [illegible] (Multiple Anova) [illegible]

(18) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
*0.015	3.529	.494	3	1.481	[illegible]
.058	2.845	.398	3	1.193	[illegible]
*0.004	5.758	.805	2	1.610	[illegible]
0.856	.333	.047	4	.186	[illegible]
0.559	.342	.048	1	.048	[illegible]
		.140	257	35.938	[illegible]
			271	4106.350	[illegible]

(α≤0.05) [illegible] *

[illegible] (18) [illegible] (α≤0.05) [illegible] (F= 3.529) [illegible] (α ≤0.05) [illegible] (α≤0.015) [illegible] (α≤0.004) [illegible] (F= 5.758) [illegible]

.($\alpha \leq 0.05$ [illegible]

[illegible]

.[illegible] (20) (19) [illegible]

(19) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
0.39*	0.399*	-	-	3.5100	[illegible]
-	-	-	-	3.6833	[illegible]
-	-	-	-	3.9058	[illegible]
-	-	-	-	3.9044	[illegible]

[illegible] (19) [illegible]

[illegible]

[illegible]

.[illegible]

(20) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
-	-	-	3.8895	[illegible]
0.223*	-	-	4.0293	[illegible]
-	-	-	3.8036	[illegible]

[illegible] (20) [illegible]

.[illegible]

[illegible]

[illegible]:

[illegible] (2003) [illegible] (6) [illegible] (5) [illegible] 433 - 366.

[illegible] (2003) [illegible].

[illegible] (2000) [illegible] 27 [illegible] 161 – 186.

[illegible] (2006) [illegible] (4) [illegible] (1) [illegible] 155 - 177.

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[illegible] (1994) [illegible].

[illegible] (2001) [illegible].

[illegible] (2003) [illegible].

[illegible] (2003) [illegible].

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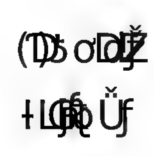
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